



Dear Parents / Guardians,

RE: School Uniform Purchasing

With children allowed back to school, we understand there has been a rush to purchase school uniform. We are pleased to say that we are still open online, however, as you are aware Non-Essential retail is still closed until 12th April 2021.

We have prepared some information below on how to order your uniform until we re-open the stores.

Visit: www.sud.co.uk

Tip: There is a user-friendly search bar available, which allows you to find your school or a specific product.

When you reach the checkout you will have 2 options available to you:

- Delivery to your home or workplace (or neighbour/family/friend etc.)
- Delivery to store for Click & Collect

Click & Collect Opening Times:

Mitcham (CR4 2AP)	Fulham (SW6 1NN)	Staines (TW18 4QY)	West Byfleet (KT14 6SD)
Tuesday, Thursday & Saturdays 12pm to 5pm	Wednesday 3pm to 5pm Saturday 12pm to 3pm	Wednesday 3pm to 5pm Saturday 12pm to 3pm	Wednesday 3pm to 5pm Saturday 12pm to 3pm

Delivery Schedules:

Standard Delivery and Click & Collect orders will take approximately 5 to 7 working days till dispatch. There are premium delivery services also available (chargeable).

Exchanges & Refunds:

For any unused items, we have extended all returns to 60 days and as always you can exchange any unused items with us forever (as long as it's still a part of the school's uniform & we still sell the uniform!).

Additional Help:

Our customer service team is available to assist with enquiries just email: help@sud.co.uk

Back To School - June to August 2021:

After the great parent feedback and successful rollout of our appointment booking system last year, we will be introducing the same options for parents to book an in-store uniform appointment to avoid the queues. More details will be available soon.

Finally, thank you for supporting your local business, it means a lot to all the employees at School Uniform Direct. Your understanding during this time is greatly appreciated and we can't wait to open on the 12th of April to welcome you back into our stores!

School Uniform Direct Team